

# BUSINESS CRIME

## Prevention

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**YOUR  
BUSINESS**



222

**OPEN**



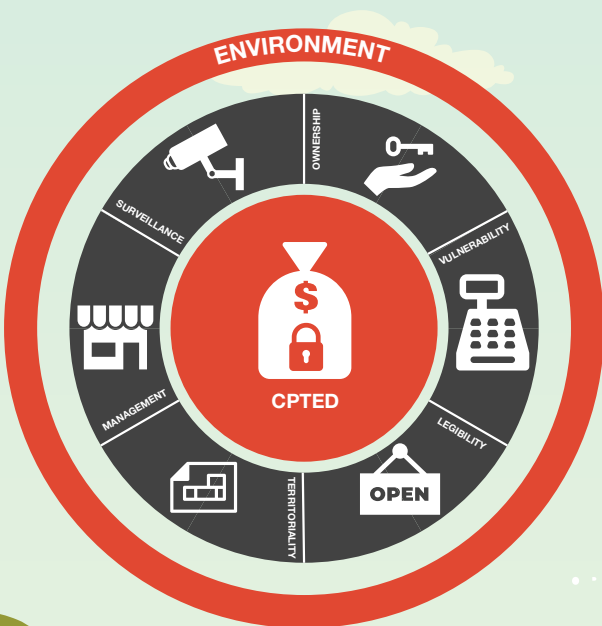
# What is CPTED?

Crime Prevention Through Environmental Design (CPTED) principles provide a common-sense approach to designing environments (new or re-developed) in ways that help to create safe spaces and reduce opportunities for crime to occur.

CPTED can be applied to any built environment or facility. For example, parks, toilet blocks, shopping centres, business premises, car parks and residential dwellings.

Implementing CPTED principles will not always eliminate crime, however it is one of many different techniques that Logan City Council is committed to using as a holistic approach to crime prevention.

Most business crime is opportunistic, meaning that offenders will only commit a crime if the opportunity presents itself.



# CPTED CHECKLIST

## Surveillance

Consider installing Convex mirrors to enable staff to monitor areas that aren't clearly visible from the counter.



Consider installing CCTV cameras, particularly near the counter and at entry and exit points to your business and have these connected to a Hard Drive device to ensure any incidents are recorded.

Maintain clear visibility of your business from outside and clear lines of sight inside your business e.g. avoid stacking stock up against windows or displaying product posters over windows.

## Cash Handling

Make use of signage and stickers, both inside and outside your business to promote pro-active security measures such as:



- ✓ Minimal cash kept on premises.
- ✓ Staff cannot open safe.
- ✓ Time delay locks in use.
- ✓ Premises under 24 hour video surveillance.

If possible, have a secure area for handling and counting cash. This should be an area that is locked and out of sight of the general public.



## Loss Prevention/Shoplifting

Make the layout of your store as open as possible, with good visibility from the counter down aisles.

Keep shelves tidy and goods neatly stacked. Goods stacked tightly on your shelves means removal takes longer.

Where possible, lock expensive and easily portable goods in cabinets.

## Securing your Premises

Fit good quality security deadlocks or other security locks to all windows and doors.

Consider the installation of sensor lights outside of the business. This can increase the risk of detection of potential offenders at night.

If your business has been vandalised or tagged with graffiti, remove any graffiti and repair damages as soon as possible to communicate proud ownership.

Ensuring outside furniture or stock items are secured and brought inside afterhours to prevent theft, damage or items being used to break-in.



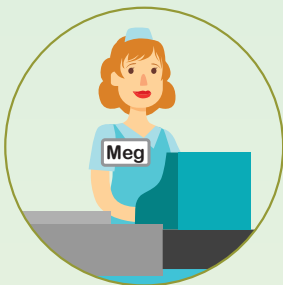
## Protecting Your Business

There are many types of business crime, the most common being shoplifting, robbery, burglary, malicious damage (i.e. graffiti and vandalism) and fraud.

The cost of such crimes on your business can extend far beyond the financial impact and may also affect the reputation of your business/brand and future sales.

It is important to identify, assess and put strategies in place to help reduce the risk of your business being impacted by such crimes. The greater the likelihood of an offender being seen, challenged, or caught, the less likely it is that your business will be targeted.

Applying CPTED principles to your business may not eliminate crime, but it may help you to identify changes to your business to improve safety and security.



## Incident Reporting

Make sure your staff are trained and educated on what to do in the event of a crime being committed at your place of business.

Ensure you have incident procedure forms readily available at the counter, which includes what information needs to be passed onto the police.

For further information on incident reporting visit **[logan.qld.gov.au/community-support/safety](https://logan.qld.gov.au/community-support/safety)**



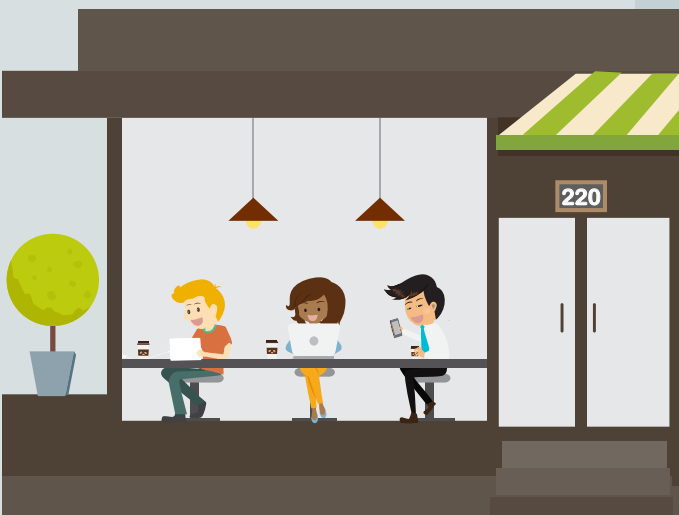
## Important Contacts

Emergency 000

Crime Stoppers 1800 333 000

Police Link 131 444

Or download the Police Link Mobile App on your smart device. It's available through the app store.



## Important Links

For more information on the CPTED principles and for more business crime prevention tips visit:

[logan.qld.gov.au/community-support/safety](https://logan.qld.gov.au/community-support/safety)

[police.qld.gov.au/programs/cscp/businessSecurity](https://police.qld.gov.au/programs/cscp/businessSecurity)

**Know how to protect your business, your staff and your customers using CPTED principles.**

- ✓ SURVEILLANCE
- ✓ LEGIBILITY
- ✓ TERRITORIALITY
- ✓ OWNERSHIP
- ✓ MANAGEMENT
- ✓ VULNERABILITY

